

EXHIBIT 1


O*NET OnLine

Updated 2021



Details Report for: 35-3031.00 - Waiters and Waitresses

Take orders and serve food and beverages to patrons at tables in dining establishment.

Sample of reported job titles: Banquet Server, Buffet Server, Cocktail Server, Food Runner, Food Server, Restaurant Server, Server, Waiter, Waitress, Waitstaff

View report:

Summary**Details****Custom** **Easy Read** **Veterans** **Español**

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Tasks [Save Table \(XLS/CSV\)](#)

All 25 displayed (25 important)

Importance	Category	Task
94	Core	Take orders from patrons for food or beverages.
94	Core	Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
93	Core	Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
91	Core	Collect payments from customers.
90	Core	Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
89	Core	Prepare checks that itemize and total meal costs and sales taxes.
89	Core	Present menus to patrons and answer questions about menu items, making recommendations upon request.
88	Core	Remove dishes and glasses from tables or counters and take them to kitchen for cleaning.
87	Core	Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required.
86	Core	Clean tables or counters after patrons have finished dining.
86	Core	Prepare tables for meals, including setting up items such as linens, silverware, and glassware.
85	Core	Explain how various menu items are prepared, describing ingredients and cooking methods.
85	Core	Assist host or hostess by answering phones to take reservations or to-go orders, and by greeting, seating, and thanking guests.
84	Core	Escort customers to their tables.
84	Core	Perform cleaning duties, such as sweeping and mopping floors, vacuuming carpet, tidying up server station, taking out trash, or checking and cleaning bathroom.
82	Core	Inform customers of daily specials.
81	Core	Prepare hot, cold, and mixed drinks for patrons, and chill bottles of wine.
81	Core	Roll silverware, set up food stations, or set up dining areas to prepare for the next shift or

for large parties.

80	<div><div></div></div>	Core	+	Stock service areas with supplies such as coffee, food, tableware, and linens.
80	<div><div></div></div>	Core	+	Bring wine selections to tables with appropriate glasses, and pour the wines for customers.
78	<div><div></div></div>	Core	+	Fill salt, pepper, sugar, cream, condiment, and napkin containers.
78	<div><div></div></div>	Core	+	Describe and recommend wines to customers.
78	<div><div></div></div>	Core	+	Perform food preparation duties such as preparing salads, appetizers, and cold dishes, portioning desserts, and brewing coffee.
51	<div><div></div></div>	Core	+	Provide guests with information about local areas, including giving directions.
76	<div><div></div></div>	Supplemental	+	Garnish and decorate dishes in preparation for serving.

[Find occupations related to multiple tasks](#)

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Technology Skills [Save Table \(XLS/CSV\)](#)

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- Instant messaging software — Blink
- Point of sale POS software — Compris Advanced Manager's Workstation; Hospitality Control Solutions Aloha Point-of-Sale; Intuit QuickBooks Point of Sale; NCR Advanced Checkout Solution [\(see all 8 examples\)](#)
- Web page creation and editing software — Facebook 🔥

🔥 Hot Technology — a technology requirement frequently included in employer job postings.

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Tools Used [Save Table \(XLS/CSV\)](#)

<div><div></div></div>	All 9 displayed
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- Bar code reader equipment — Portable bar code scanners
- Cash registers
- Commercial use cutlery — Carving knives
- Magnetic stripe readers and encoders — Credit card processing machines
- Paging controllers — Alphanumeric paging equipment
- Personal digital assistant PDAs or organizers — Personal digital assistants PDA
- Point of sale POS receipt printers — Point of sale POS printers
- Point of sale POS terminal — Point of sale POS terminals; Point of service workstations
- Touch screen monitors






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Knowledge [Save Table \(XLS/CSV\)](#)

<div><div></div></div>	10 of 33 displayed (4 important)
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Importance	Knowledge
84 <div><div></div><div></div></div>	<div><div></div><div>Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.</div></div>
69 <div><div></div><div></div></div>	<div><div></div><div>English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.</div></div>
62 <div><div></div><div></div></div>	<div><div></div><div>Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales</div></div>











techniques, and sales control systems.

- 56  + **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques.
- 48  + **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- 42  + **Mathematics** — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
- 40  + **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- 38  + **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- 37  + **Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- 37  + **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

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Skills [Save Table \(XLS/CSV\)](#)



 10 of 35 displayed (6 important)

Importance	Skill
69 	+ Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
66 	+ Service Orientation — Actively looking for ways to help people.
66 	+ Speaking — Talking to others to convey information effectively.
63 	+ Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
53 	+ Coordination — Adjusting actions in relation to others' actions.
50 	+ Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
47 	+ Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
47 	+ Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
47 	+ Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
47 	+ Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

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Abilities [Save Table \(XLS/CSV\)](#)

 10 of 52 displayed (12 important)

Importance	Ability
72 	+ Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
72 	+ Oral Expression — The ability to communicate information and ideas in speaking so others will

understand.

- 66

+

Speech Clarity — The ability to speak clearly so others can understand you.
- 66

+

Speech Recognition — The ability to identify and understand the speech of another person.
- 53

+

Near Vision — The ability to see details at close range (within a few feet of the observer).
- 53

+

Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- 50

+

Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- 50

+

Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- 50

+

Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- 50

+

Selective Attention — The ability to concentrate on a task over a period of time without being distracted.

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Work Activities [Save Table \(XLS/CSV\)](#)

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10 of 41 displayed (17 important)

Importance	Work Activity
77	<div><div></div></div> <div><div>+</div><div>Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.</div></div>
75	<div><div></div></div> <div><div>+</div><div>Performing for or Working Directly with the Public — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.</div></div>
72	<div><div></div></div> <div><div>+</div><div>Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</div></div>
68	<div><div></div></div> <div><div>+</div><div>Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.</div></div>
66	<div><div></div></div> <div><div>+</div><div>Resolving Conflicts and Negotiating with Others — Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.</div></div>
64	<div><div></div></div> <div><div>+</div><div>Monitoring Processes, Materials, or Surroundings — Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.</div></div>
62	<div><div></div></div> <div><div>+</div><div>Assisting and Caring for Others — Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.</div></div>
62	<div><div></div></div> <div><div>+</div><div>Handling and Moving Objects — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.</div></div>
62	<div><div></div></div> <div><div>+</div><div>Identifying Objects, Actions, and Events — Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.</div></div>
60	<div><div></div></div> <div><div>+</div><div>Performing General Physical Activities — Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling materials.</div></div>

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Detailed Work Activities [Save Table \(XLS/CSV\)](#)

+

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All 19 displayed

- +

Take customer orders.
- +

Communicate with customers to resolve complaints or ensure satisfaction.
- +

Enforce rules or regulations.

- + Process customer bills or payments.
- + Communicate dining or order details to kitchen personnel.
- + Present food or beverage information or menus to customers.
- + Collect dirty dishes or other tableware.
- + Serve food or beverages.
- + Cook foods.
- + Arrange tables or dining areas.
- + Clean food service areas.
- + Assist customers with seating arrangements.
- + Schedule dining reservations.
- + Clean food preparation areas, facilities, or equipment.
- + Prepare hot or cold beverages.
- + Stock serving stations or dining areas with food or supplies.
- + Prepare foods for cooking or serving.
- + Add garnishes to food.
- + Provide customers with general information or assistance.

[Find occupations related to multiple detailed work activities](#)

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Work Context [Save Table \(XLS/CSV\)](#)

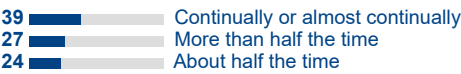
10 of 57 displayed

Work Context	Percentage of Top Responses
+ Contact With Others — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?	89 Constant contact with others
+ Spend Time Walking and Running — How much does this job require walking and running?	82 Continually or almost continually 11 More than half the time
+ Spend Time Standing — How much does this job require standing?	79 Continually or almost continually 13 More than half the time
+ Indoors, Environmentally Controlled — How often does this job require working indoors in environmentally controlled conditions?	73 Every day 13 Never
+ Physical Proximity — To what extent does this job require the worker to perform job tasks in close physical proximity to other people?	34 Very close (near touching) 51 Moderately close (at arm's length)
+ Face-to-Face Discussions — How often do you have to have face-to-face discussions with individuals or teams in this job?	64 Every day 19 Once a year or more but not every month
+ Importance of Being Exact or Accurate — How important is being very exact or highly accurate in performing this job?	40 Extremely important 30 Very important 24 Important
+ Work With Work Group or Team — How important is it to work with others in a group or team in this job?	39 Extremely important 38 Very important 15 Fairly important
+ Deal With External Customers — How important is it to	55 Extremely important 11 Very important

work with external customers or the public in this job?



Spend Time Making Repetitive Motions — How much does this job require making repetitive motions?



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Job Zone

Save Table (XLS/CSV)

- Title** Job Zone Two: Some Preparation Needed
- Education** These occupations usually require a high school diploma.
- Related Experience** Some previous work-related skill, knowledge, or experience is usually needed. For example, a teller would benefit from experience working directly with the public.
- Job Training** Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.
- Job Zone Examples** These occupations often involve using your knowledge and skills to help others. Examples include orderlies, counter and rental clerks, customer service representatives, security guards, upholsterers, and tellers.
- SVP Range** (4.0 to < 6.0)

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Education

Percentage of Respondents	Education Level Required
57 <div></div>	High school diploma or equivalent ?
28 <div></div>	Less than high school diploma
7 <div></div>	Bachelor's degree

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Credentials

 Find Certifications

 Find Licenses



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Interests



Save Table (XLS/CSV)

+ -

All 6 displayed (4 important)

Occupational Interest	Interest
78 <div></div>	Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
72 <div></div>	Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.
67 <div></div>	Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
56 <div></div>	Realistic — Realistic occupations frequently involve work activities that include practical, hands-on











problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.

- 22  + **Artistic** — Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.
- 0  + **Investigative** — Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.

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Work Styles [Save Table \(XLS/CSV\)](#)







+ - 10 of 16 displayed (14 important)

Importance	Work Style
81 	+ Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
80 	+ Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
80 	+ Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
78 	+ Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
78 	+ Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
77 	+ Social Orientation — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
74 	+ Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
74 	+ Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
73 	+ Initiative — Job requires a willingness to take on responsibilities and challenges.
73 	+ Integrity — Job requires being honest and ethical.

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Work Values [Save Table \(XLS/CSV\)](#)

+ - All 6 displayed (1 important)

Extent	Work Value
83 	+ Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
39 	+ Support — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
22 	+ Achievement — Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.
22 	+ Independence — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
17 	+ Recognition — Occupations that satisfy this work value offer advancement, potential for leadership, and are often considered prestigious. Corresponding needs are Advancement, Authority, Recognition and Social Status.
17 	+ Working Conditions — Occupations that satisfy this work value offer job security and good working

conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

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Related Occupations Save Table (XLS/CSV)

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35-2011.00	Cooks, Fast Food
35-2021.00	Food Preparation Workers
35-3023.00	Fast Food and Counter Workers
35-3041.00	Food Servers, Nonrestaurant
35-9011.00	Dining Room and Cafeteria Attendants and Bartender Helpers
35-9031.00	Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop Bright Outlook
39-3031.00	Ushers, Lobby Attendants, and Ticket Takers
41-2011.00	Cashiers
53-7065.00	Stockers and Order Fillers

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Wages & Employment Trends

Median wages (2020) \$11.42 hourly, \$23,740 annual

State wages

Local wages ZIP Code:

Employment (2020) 2,023,200 employees

Projected growth (2020-2030) Much faster than average (15% or higher)

Projected job openings (2020-2030) 470,200

State trends

Top industries (2020) [Accommodation and Food Services](#) (92% employed in this sector)
([see all industries](#))

Source: Bureau of Labor Statistics [2020 wage data](#) and [2020-2030 employment projections](#) . "Projected growth" represents the estimated change in total employment over the projections period (2020-2030). "Projected job openings" represent openings due to growth and replacement.

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Job Openings on the Web



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Sources of Additional Information

+ - All 6 displayed

Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [Court of Master Sommeliers](#)
- [Federation of Dining Room Professionals](#)

- [International Council on Hotel, Restaurant, and Institutional Education](#) 
- [National Restaurant Association](#) 
- [Occupational Outlook Handbook: Waiters and waitresses](#) 
- [UNITE HERE](#) 

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